

VA Health Summary User Guide

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For questions about using My HealtheVet, use the [Contact MHV](#) link at the top of every My HealtheVet page.

Introduction to the VA Health Summary

A **Continuity of Care Document** (CCD) is an electronic document exchange standard for sharing a summary of patient information. The goal is to:

- Provide a summary of a patient's essential health and medical care information that can be used for the continued care of the patient.
- Allow for information about the patient in one health system to be electronically exchanged with another health system that is providing care to the patient.
- Be used by patients within other computer applications or systems.

The **VA Health Summary**, formerly named the **VA Continuity of Care Document (VA CCD)**, was designed to allow Veterans to electronically share their VA health information. This information is shared with a non-VA health care system or provider. The **VA Health Summary** is a summary of essential health and medical care information from your VA health record. It gives non-VA providers access to your most important VA health information at the point of care.

Veterans, who use the VA Health Care System and who want to share their information, must have a My HealtheVet [Premium](#) account. To get a Premium account, you will need to complete [Authentication](#). VA verifies a Veterans' identity by this process. Authentication allows you access to your VA health record.

Remember, you control access to your personal information. It is your responsibility to keep your information private and protected. Once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

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What Is Needed to Use the VA Health Summary

To access **VA Health Summary**, you must be a Veteran enrolled at a VA health care facility and have a:

- **Computer with Internet Access**

You will need a computer with a browser and Internet access to use **VA Health Summary**. If you cannot use the Internet in your home, other places that may have Internet access are public libraries or Internet cafes. You may also use computers at your local VA Medical Center, Vet Center, or at your local Veteran Service Organization.

- **My HealtheVet Registered Account**

Before you can use **VA Health Summary**, you must have a registered My HealtheVet account. If you do not have a My HealtheVet account, please take this time to register by following the instructions below. If you already have a My HealtheVet account, you may skip to **Step 1 – Login to My HealtheVet to Access VA Blue Button** ([here](#)).

- **Registering for a My HealtheVet Account**

[Registration](#) is quick and easy. See **Figure 1** and the following instructions:

Member Login

User ID:

Password:

Login

Forgot User ID?
 Forgot Password?
 First time My HealtheVet user? **Register today!**

REGISTER

Figure 1

- To begin, select the **Register** button. On the registration form, enter your First Name, Middle Name and Last Name, Date of Birth, Gender and Social Security Number. If you have a special character in your name, such as an apostrophe (') or tilde (~) **do not** include them; however if you have two last names you can use the hyphen (-) between your names. If you use the VA Healthcare System, it is important that this information match your VA health record information. **TIP:** Use your Veterans Identification Card (VIC) information to match your registration information.
- If you use the VA health care system, make sure you select the **Veteran** and/or **VA Patient** checkbox when you register. See **Figure 2** below. This must be done before you can get an Advanced account, or upgrade to a Premium account.

RELATIONSHIP TO THE VA

Do you use the VA Healthcare System? Selecting **VA Patient** is the first step to gain access to:

- VA Prescription Refills
- Secure Messaging
- VA Blue Button
- Key portions of your electronic VA health record
- DoD Military Service Information (for some).

Tell us about yourself. (Check all that apply. *At least one is required.)

<input checked="" type="checkbox"/> VA Patient	<input type="checkbox"/> Veteran Advocate/Family Member/Friend
<input type="checkbox"/> Veteran	<input type="checkbox"/> VA Employee
<input type="checkbox"/> Health Care Provider	<input type="checkbox"/> Other

Figure 2:

If you have already registered for a My HealtheVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Login to My HealtheVet
- Select the **PERSONAL INFORMATION** tab
- Select the **Profiles** sub-tab
- Under **Relationship to the VA**, if you use the VA Health Care System, make sure you select the **VA Patient** checkbox
 - If **VA Patient** is not checked and you use the VA Health Care System, select this box
 - This will put a checkmark in the box
- Select the **Save** button at the bottom of the screen

- **HealtheVet Upgraded [Premium](#) Account**

Specific data in the **VA Blue Button** is available to you based on your My HealtheVet account type. All users who have a Basic account are able to view their self-entered data. If you are a VA patient, you can upgrade your account to an Advanced or Premium. Here is a way you can check your account type:

- When you hover over the account type letter icon, it will display a phrase to let you know what kind of account you have. For example, if you have an Advanced account, the letter icon **A** will be displayed after your name. When you hover over the icon, the following message is displayed **“You have an Advanced Account”**.

Illustration Below:



You may click on the letter icon to get further information about your account type. You will be directed to the [My HealtheVet Account Types](#) definition page.

If you need to upgrade your My HealtheVet account to Premium, you will need to first complete [authentication](#). The VA verifies a Veteran's identity before allowing access to VA health record by this process. This is done to protect your personal data.

- **Authentication Process**

Authentication can be done In-Person at your local VA Medical Center or Community Based Outpatient Clinic or Online through www.ebenefits.va.gov. You must complete one of these processes to have an upgraded at your local VA Medical Center or Community Based Outpatient Clinic.

Online Authentication steps follow:

1. **In-Person Authentication (IPA)**

Upgrade your account in person. This can be done at your local VA Medical Center or Community Based Outpatient Clinic.

In-Person Authentication can be done the next time you visit your local VA health care facility. Simply follow these three steps:

1. Print, read and sign the [VA Release of Information \(ROI\) form \(10-5345a-MHV\)](#) (PDF)
2. Take a copy of your signed form and government issued photo identification (Veterans Identification Card or valid driver's license) to your local VA health facility and give it to a qualified VA staff member
3. After the VA staff verifies your information, your My HealtheVet account can be upgraded.

2. Online Authentication

Upgrade your account through www.ebenefits.va.gov.

Online Authentication is for users who have a connected eBenefits DS Logon Premium account and My HealtheVet VA Patient account. It can be done anytime, anywhere, 24/7, and you will not need to visit a VA facility. However, before you can start to upgrade your My HealtheVet account online, you need to:

1. Be registered in My HealtheVet as a **VA Patient**
2. Have an eBenefits/DS Logon Premium Account
3. Have your My HealtheVet VA Patient account information match what is in [DEERS](#) (e.g., full name, Social Security Number, date of birth and/or gender)
4. Connect your eBenefits/DS Logon and My HealtheVet Accounts.
5. After you have successfully connected your **accounts**, if you are a **VA Patient** in My HealtheVet and do not have an upgraded account, you will be asked if you would

Note: After you have mailed the VA Release of Information form, please allow up to 20 business days to complete the Online Authentication process.

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My HealtheVet Account Type Icons

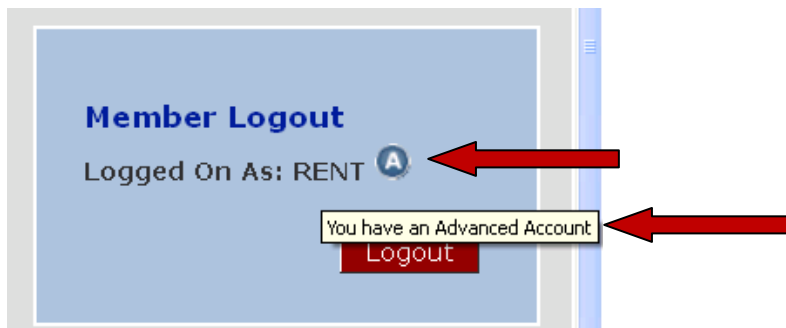
There are three account types available in My HealtheVet: [Basic](#), [Advanced](#) and [Premium](#). Each account type offers users access to different levels of information. To access your **VA Health Summary (VA CCD)** you must have a Premium account.

After you log into My HealtheVet (in the Member Logon/Logout box), your account type is displayed by a letter icon after your name. The letter icon **B** represents a **Basic** account, **A** represents an **Advanced** and **P** represents a **Premium** account.

The illustration below shows the Veteran has Advanced (**A**) account:

The screenshot displays the My HealtheVet website. At the top, there is a navigation bar with links like HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, MHV COMMUNITY, and SECURE MESSAGING. Below this, a large banner features the My HealtheVet logo and a group of healthcare providers. A welcome message reads: "Welcome to My HealtheVet". To the right of the banner, there are sections for "Service Alerts" (Blue Button, Prescription Refill, Vitals & Readings, Hearing Aid Batteries) and "Blue Button Download My Data". A "Member Logout" box shows the user is logged on as "RENT" with a letter icon "A" next to the name, indicating an Advanced account. A red arrow points to this "A" icon. Below the logout box is a "Quick Links" section with various links like Veterans Crisis Line, VA Mental Health Services, Authentication, etc. At the bottom, there is a section for "WELCOME HIMSS13 USERS!" and a link to "Test Results? Your VA Health Care Team's Notes? Last Year's Vaccines?".

When you hover over the letter-icon, it will display a phrase to let you know what kind of account you have. For example, if you have an **Advanced** account, the letter icon **A** will be displayed after your name. When you hover over the icon the following message is displayed **You have an Advanced Account**.



You can select the letter icon to get further information about your account type. When you do this, you will be directed to the [My HealtheVet Account Types](#) definition page.

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How to Find the VA Health Summary

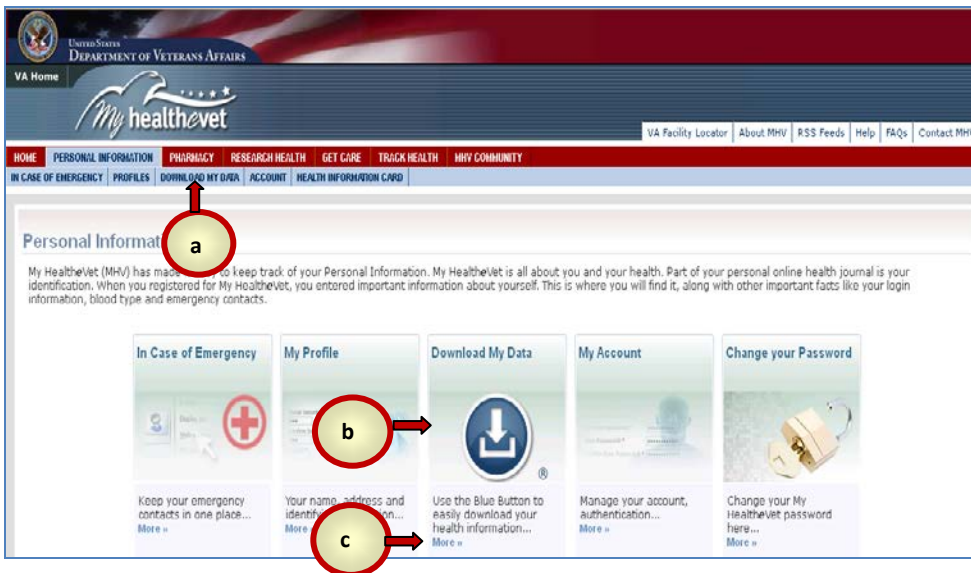


1. To use the **VA Health Summary** you must have a [Premium](#) My HealtheVet account.

2. You can Login to your personal account from any page in My HealtheVet. Enter your **User ID** and **Password** in the Member Login area and then select the **Login** button.


3. There are two ways you can access the **VA Health Summary**:

- You can select the **PERSONAL INFORMATION** tab at the top of the page. This will take you to the **PERSONAL INFORMATION** page.
- You can select **Download My Data**, next to the image of the VA Blue Button. This will take you straight to the Blue Button page where you will have the option to **Download My VA Health Summary** data.



4. If you selected the **PERSONAL INFORMATION** tab, this page will appear. There are three ways on the **PERSONAL INFORMATION** page to access the Blue Button.

You can also:

- Select the **DOWNLOAD MY DATA** tab at the top of the page
- Select the **Blue Button** image in middle of the page

- Or, select the word **More>>** under the **Blue Button** image.

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How to Save and Download Your VA Health Summary

Users with a [Premium](#) account can get their **VA Health Summary** information in two file formats:

- **Adobe PDF file format:** download your information in Adobe PDF format (.pdf) which is easy to read and print. You will be able to view and print it before saving the file. If needed, you can obtain a free copy of the Adobe Reader for PDF files at the [VA Viewer Software page](#).

Please be aware: anytime you open/download a PDF file, you create a temporary file on the computer you are using. Your VA Health Summary can be visible to other users of this computer. Learn more about [protecting your personal health information](#)

- **XML file format:** download your information in an XML file format (.xml). To view your **VA Health Summary** .xml file, you may also need to download the XML Style Sheet, and place both files in the same folder on your computer. Some computer applications are not able to open a document that is in an .xml format. You may want to use our XML Style Sheet to read the information in your **VA Health Summary**. If needed, you can obtain a free copy of the [XML Style Sheet](#).

Please know that if you open the XML Style Sheet, the content is coded in .xml mark-up language, which is not in a readable format. The XML style sheet is a companion to your **VA CCD** .xml file and intended to be downloaded into the same folder on your computer or flash drive. To begin:

- Select the [XML Style Sheet](#) and save it to a folder on your computer.
- Then download your **VA CCD** .xml file to the same folder.
- When you open your **VA CCD** .xml file in this folder, it may be readable.

Using the XML Style Sheet to view the .xml file may not work in some browser versions.

You are the only one who can view your health information in My HealtheVet. You choose with whom to share your information. If you want someone else to view your health information, you must give it to that person.

You are responsible for [protecting your personal health information](#) you print out or download. *It is important to protect your information.* Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information in a printer. Do not save your downloaded information to a public computer. When using a public computer, save your health information to a CD or a thumb drive. Remember to take the CD or thumb drive with you when you finish.

Please be aware: Any information entered in your My HealtheVet account is for you only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the appropriate office at your local VA facility.

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The difference between VA Blue Button and the VA Health Summary

The [VA Blue Button](#) makes it easy to share your data with a non-VA health care provider. It is a tool that gives you a detailed view of your My HealtheVet information. As a registered user of My HealtheVet, you can use **VA Blue Button** to view, print and download your self-entered personal information.

Based on your My HealtheVet account type, you may also be able to access specific **VA Blue Button** features. The three account types available: Basic, Advanced and Premium. For more information about these accounts, go to [My HealtheVet Account Types](#).

If you have registered on My HealtheVet as a VA Patient and have an upgraded [Premium](#) account, you may have access to some information from your personal VA health record and/or Department of Defense (DoD) Military Service Information. You will also have access to your **VA Health Summary**.

Your **VA Health Summary** is not intended to be a complete medical history. It only contains a summary of essential health and medical care information from your VA health record.

There are key differences between **VA Blue Button** and **VA Health Summary**:

VA Blue Button:

- Information is available in two file formats (PDF*, and txt.)
- You are able to print, save and/or download your information
- May contain a combination of information:
 - Self-entered (all account types)
 - VA medications (Advanced Account)
 - Key portions of your VA health record (Premium Account)
 - DoD Military Service Information (for some Veterans with an Advanced or Premium Account)
- You can customize the types of information to include and the date range of the information.

VA Health Summary:

- Information is provided in two file formats (PDF file format and .xml file format)
- Contains pre-selected clinical information from your VA health record.
- Your health data is organized and transportable.
- You can download and save the file; however, you may not be able to read the file within your browser
- Your file is only viewable to providers who have the capability to read or process .xml files.
- The file contains standardized information and cannot be customized.

Please be aware: Anytime you open/download a PDF file, you create a temporary file on the computer you are using. There is a risk of exposing your information when you download a PDF file, especially on public or shared computers. Learn more about [protecting your personal health information](#)

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Select Type of Report



Blue Button
Download
My Data®

Select Type of Report

[VA Blue Button User Guide](#) | [VA Health Summary User Guide](#)

☐ VA Blue Button

Select the information you want to view, print, or download. This can include information that you entered. If you have a Premium account, it can also include information from your VA medical record (lab test results, VA Appointments, VA Notes written by your health care team, etc.). [Learn More](#)

☒ VA Health Summary

View, print, or download a health summary from your VA medical record. It includes allergies, medications, recent lab results and more. This is available in a standard file format that can be read by other computer systems. [Learn More](#)

[Continue](#) [Cancel](#)



Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember, once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#).

This is your personal health information. Your health care professional does not have access to this information unless you share it.

To download your **VA Health Summary**:

1. **Login** My HealtheVet
2. If you have a [Premium](#) account, you will have an option to select one of the following files:
 - ☐ VA Blue Button
 - ☐ VA Health Summary

NOTE: If you do **not** have a Premium account, these options are not available and you will only see the button to continue.

3. Select **VA Health Summary**
4. Select the [Continue](#) button.

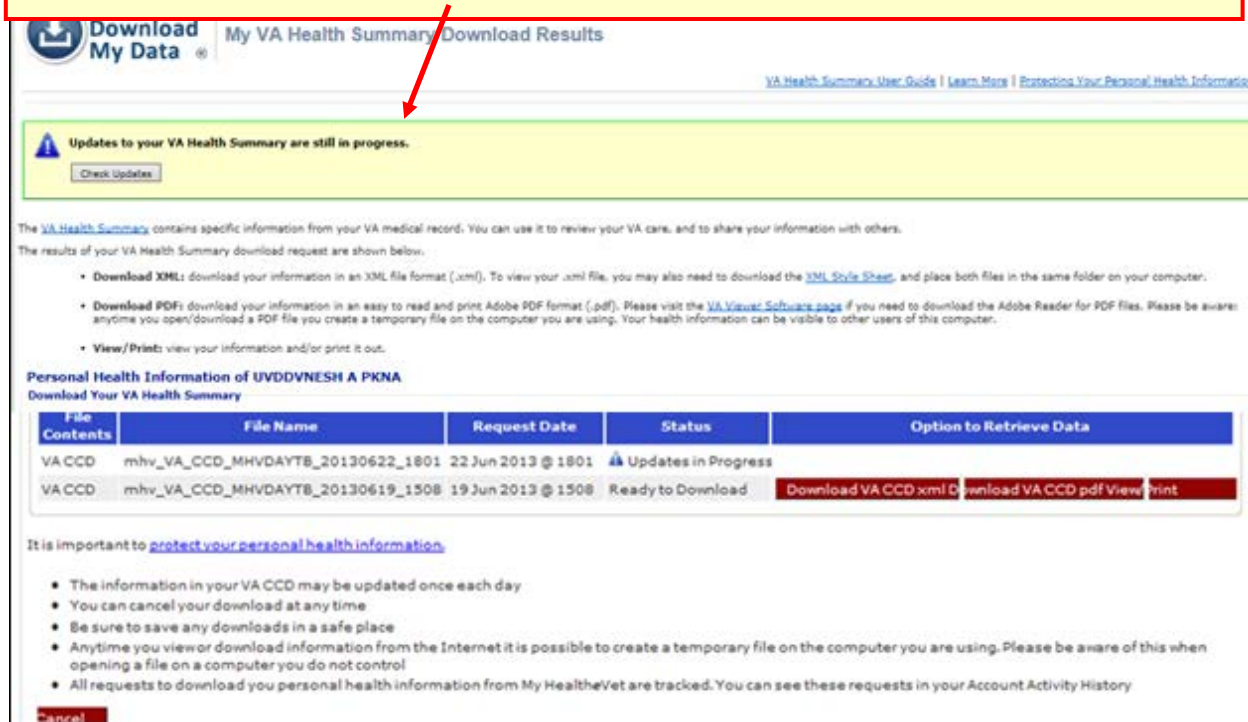
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My VA Health Summary Download Results

Once you have selected to continue, you will be brought to the **My VA Health Summary Download Results** page.

Here you will be presented with the information you have selected to download. You will also have the option to refresh your **VA Health Summary** data.

Note: If a yellow message box displays *Updates to your VA Health Summary are still in progress*, select the **Refresh (Check Updates)** button. By doing this you will view your most current information.



Download My Data My VA Health Summary Download Results

VA Health Summary User Guide | Learn More | Protecting Your Personal Health Information

Updates to your VA Health Summary are still in progress.
[Check Updates](#)

The **VA Health Summary** contains specific information from your VA medical record. You can use it to review your VA care, and to share your information with others.

The results of your VA Health Summary download request are shown below.

- **Download XML:** download your information in an XML file format (.xml). To view your .xml file, you may also need to download the [XML Style Sheet](#), and place both files in the same folder on your computer.
- **Download PDF:** download your information in an easy to read and print Adobe PDF format (.pdf). Please visit the [VA Viewer Software page](#) if you need to download the Adobe Reader for PDF files. Please be aware: anytime you open/download a PDF file you create a temporary file on the computer you are using. Your health information can be visible to other users of this computer.
- **View/Print:** view your information and/or print it out.

Personal Health Information of UVDDVNESH A PKNA
Download Your VA Health Summary

File Contents	File Name	Request Date	Status	Option to Retrieve Data
VA CCD	mhv_VA_CCD_MHVDAYTB_20130622_1801	22 Jun 2013 @ 1801	Updates in Progress	
VA CCD	mhv_VA_CCD_MHVDAYTB_20130619_1508	19 Jun 2013 @ 1508	Ready to Download	Download VA CCD xml Download VA CCD pdf View Print

It is important to [protect your personal health information](#).

- The information in your VA CCD may be updated once each day
- You can cancel your download at any time
- Be sure to save any downloads in a safe place
- Anytime you view/download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware of this when opening a file on a computer you do not control
- All requests to download your personal health information from My HealtheVet are tracked. You can see these requests in your Account Activity History

[Cancel](#)

This page also gives you a table displaying the results of your download request.

Download Your VA Health Summary				
File Contents	File Name	Request Date	Status	Option to Retrieve Data

- **File Contents** shows that you have **Selected VA CCD**
- **File Name** puts a label on your data to help you find it, if you decide to download.
- **Request Date** shows you the date and times you made your request
- **Status** lets you know where your request is (**Ready to Download**).
- **Option to Retrieve Data** will allow you to download your data.

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Information in your VA Health Summary and Hold Periods for VA information

The table lists the types of information you may view in your **VA Health Summary**. The data comes from all your VA treatment facilities. Some information that comes from your VA health record may have a **Hold Period** and not be presented right away in My HealthVet or your **VA Health Summary**. This is because your information may first need to be reviewed by a member of your VA health care team.

Allergies	This section contains Allergies on record with VA for the patient. The data comes from all VA treatment facilities. It does not list allergies removed or entered in error. Some allergies may be reported in the Immunization section.
Encounters	This section contains a list of completed VA Outpatient Encounters for the patient, along with the titles of the associated VA Notes. The data comes from all VA treatment facilities. It includes the 25 most recent Encounter dates within the last 36 months. There is a limit of 10 Note titles for each Encounter. Follow-up visits related to the VA Encounter are not included.
Procedures	This section contains Procedures performed at VA for the patient. It shows surgical and radiological procedures. Included are the 25 most recent procedure dates within the last 12 months. Data comes from all VA treatment facilities.
Immunizations	This section contains Immunizations on record with VA for the patient. The data comes from all VA treatment facilities. A reaction to an immunization may be reported in the allergy section.
Lab Results	This section contains Chemistry and Hematology Lab Results on record with VA for the patient. The data comes from all VA treatment facilities. Results include the last 12 months and are limited to the 5 most recent sets of tests. Results are available 3 days after they have been verified by a VA provider.
Problems/Conditions	This section contains a list of Problems/Conditions known to VA for the patient. It includes both active and inactive problems/conditions. The data comes from all VA treatment facilities. Data is available 3 calendar days after it has been entered by a VA provider.
Vital Signs	This section contains inpatient and outpatient Vital Signs on record at VA for the patient. The data comes from all VA treatment facilities. It includes 12 months of data, with a maximum of the 10 most recent sets of vitals. If more than one set of vitals was taken on the same date, only the most recent set is populated for that date.
Medications - Prescription and Non-Prescription	This section contains Prescription and Non-Prescription Medications on record at VA for the patient. Data comes from all VA treatment facilities. It shows all medications dispensed within the last 15 months. The list includes the prescription status as active or non-active.

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Information Update Complete

Once your data has been updated, you will now have the option to download your **VA Health Summary**.

In the table, under the **Option to Retrieve Data**:

Download VA CCD xml

—select this button to download your information in an XML file format (.xml). To view your VA CCD .xml file, you may also need to download the XML Style Sheet*, and place both files in the same folder on your computer. If needed, you can obtain a free copy of the [XML Style Sheet](#).

Note: If you are not able to view your VA CCD in the .xml file format, you can read the same information in the .PDF format of your VA CCD.

Download VA CCD pdf

- select this button to download your information in Adobe PDF format (.pdf) which is easy to read and print. You will be able to view and print it before saving the file. If needed, you can obtain a free copy of the Adobe Reader for PDF files at the [VA Viewer Software page](#).

Please be aware: anytime you open/download a PDF file, you create a temporary file on the computer you are using. Your VA CCD health summary can be visible to other users of this computer. Learn more about [protecting your personal health information](#)

View/Print

- select this button to view and/or print your information before saving the file.

Blue Button
Download My Data® My VA Health Summary Download Results

VA Health Summary User Guide | Learn More | Protecting Your Personal Health Information

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The results of your VA Health Summary download request are shown below:

- **Download XML:** download your information in an XML file format (.xml). To view your .xml file, you may also need to download the [XML Style Sheet](#), and place both files in the same folder on your computer.
- **Download PDF:** download your information in an easy to read and print Adobe PDF format (.pdf). Please visit the [VA Viewer Software page](#) if you need to download the Adobe Reader for PDF files. Please be aware: anytime you open/download a PDF file you create a temporary file on the computer you are using. Your health information can be visible to other users of this computer.
- **View/Print:** view your information and/or print it out.

Personal Health Information of UVDDYNESH A PKNA
Download Your VA Health Summary

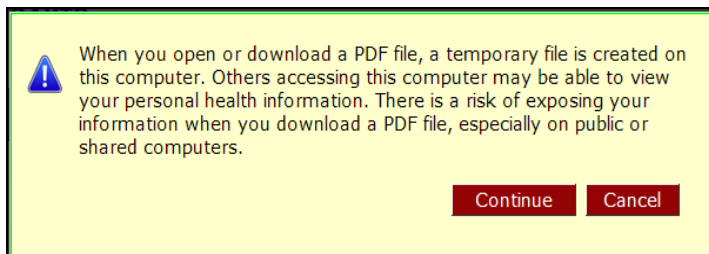
File Contents	File Name	Request Date	Status	Option to Retrieve Data
VA CCD	mhv_VA_CCD_MHVDAYTB_20130622_1801	22 Jun 2013 @ 1801	Updates in Progress	
VA CCD	mhv_VA_CCD_MHVDAYTB_20130619_1508	19 Jun 2013 @ 1508	Ready to Download	Download VA CCD xml Download VA CCD pdf View Print

It is important to [protect your personal health information](#).

- The information in your VA CCD may be updated once each day
- You can cancel your download at any time
- Be sure to save any downloads in a safe place
- Anytime you view/download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware of this when opening a file on a computer you do not control
- All requests to download your personal health information from My HealtheVet are tracked. You can see these requests in your Account Activity History

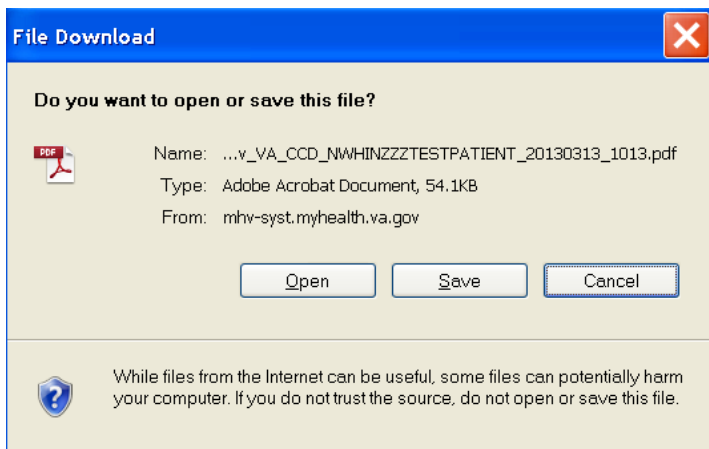
[Cancel](#)

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Download VA CCD pdf – if you choose to download your VA CCD in a PDF file, you will first get an alert message. This makes you aware a temporary file is created on the computer you are using. This is important if you are using a public computer or share a computer with others. This may result in others being able to view your personal information.

When you select one of the download options, a message box will ask if you want to save your information as a file. If you want to view your information, select **Open**. To download your file, select **Save**; if not, select the **Cancel** button.



Personal Health Information Page

If you open your **VA Health Summary**, this is a sample of how your **VA Health Summary** information may look. For easy access to your information, a Table of Contents offers hyperlinks to your health data. If you select a title in the Table of Contents, it will take you to that information in your **VA Health Summary**.

NWHINZZTESTPATIENT, NWHINONE

CONFIDENTIAL

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Department of Veterans Affairs Summarization of Episode Note VA HEALTH SUMMARY

Created On: 13 Mar 2013

Patient:	1100 Test Street HELENA, AL, 35080-5000 tel:+1-205-111-1111 Home	TESTPATIENT	Medical Record Number:	1012638924V546709
Birthdate:	01 Jan 1981		Next of Kin:	NWHINONE NWHINZZNOK Boston, MASSACHUSETTS, 45441-5000 tel:+1-212-333-4444 Home Relationship: brother
Gender:	M		Emergency Contact:	EMERGENCY NWHINZZTESTPATIENT homeCity, homeState, homePostal tel: CONTACT PHONE MISSING Relationship: Sibling
Language(s):	English			
Source:	Department of Veterans Affairs			

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- [History of Procedures](#)
- [Immunizations](#)
- [Lab Results - Chemistry and Hematology](#)
- [Problems/Conditions](#)
- [Vital Signs](#)



Learn More

At the top of the **My VA Health Summary Download Results** page there is a **Learn More** link.

Blue Button
Download
My Data

My VA Health Summary Download Results

VA Health Summary User Guide | **Learn More** | Protecting Your Personal Health Information

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- **View/Print:** view your information and/or print it out.

Personal Health Information of UVDDVNESH A PKNA
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File Contents	File Name	Request Date	Status	Option to Retrieve Data
VA CCD	mhv_VA_CCD_MHVDAYTB_20130622_1801	22 Jun 2013 @ 1801	Updates in Progress	
VA CCD	mhv_VA_CCD_MHVDAYTB_20130619_1508	19 Jun 2013 @ 1508	Ready to Download	Download VA CCD xml Download VA CCD pdf

It is important to [protect your personal health information](#).

- The information in your VA CCD may be updated once each day.
- You can cancel your download at any time.
- Be sure to save any downloads in a safe place.
- Anytime you view or download information from the Internet it is possible to create a temporary file on the computer you are using. Please be aware: opening a file on a computer you do not control.
- All requests to download your personal health information from My HealtheVet are tracked. You can see these requests in your Account Activity History.

[Cancel](#)

To get more information on the **VA Blue Button** and **VA Health Summary** Documents select the **Learn More** link.

The **Learn More** page gives you a brief summary about what **VA Blue Button** and **VA Health Summary** are and the benefits of using them.

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Protecting Your Personal Health Information

The Department of Veterans Affairs takes safeguarding and protecting your information very seriously.

Also, the following are helpful hints to safeguarding and protecting your information:

- My HealtheVet gives you an [Account Activity History](#). This shows when your data was downloaded. You can also see who accessed your information.
- Select the [Privacy & Security](#) link for more information about My HealtheVet policies.
- If you chose to open or download a PDF file, you create a temporary file on the computer. This file can be viewed by others. To reduce the chance of others viewing your VA Blue Button and/or VA Health Summary you should **Not** download your data to public or shared computers.


At the top of the **My VA Health Summary Download Results** page there is a link that takes you to information about the importance of protecting your personal health information.



**Blue Button
Download
My Data**®

My VA Health Summary Download Results

[VA Health Summary User Guide](#) | [Learn More](#) | [Protecting Your Personal Health Information](#)



Updates to your VA Health Summary are still in progress.

[Check Updates](#)

The [VA Health Summary](#) contains specific information from your VA medical record. You can use it to review your VA care, and to share your information with others.

The results of your VA Health Summary download request are shown below.

- **Download XML:** download your information in an XML file format (.xml). To view your .xml file, you may also need to download the [XML Style Sheet](#), and place both files in the same folder on your computer.
- **Download PDF:** download your information in an easy to read and print Adobe PDF format (.pdf). Please visit the [VA Viewer Software page](#) if you need to download the Adobe Reader for PDF files. Please be aware: anytime you open/download a PDF file you create a temporary file on the computer you are using. Your health information can be visible to other users of this computer.

Protecting Your Personal Health Information

The Department of Veterans Affairs takes safeguarding and protecting your information very seriously. You should, too. You control access to your personal information. It is your responsibility to keep your information private and protected. To help protect your privacy, MyHealtheVet is providing you with some important points to remember:

Passwords

- Keep your passwords secret, safe and secure. If you need to write them down, put them in a safe, secure place
- You should not share your password with others. Treat your password like you would your credit card. Remember, your passwords open up records to you!
- Consider changing your password every so often or if you ever think someone might know what it is. (The recommendation is to change your password every 1 year)
- Do not re-use your password on other sites. This may allow others to steal your password from less secure websites
- Choose a smart password. Your password is your first line of defense

Downloading Information

If you download your health or service information, make sure it is to a safe and secure location like:

- You may want to download your information to a CD or flash drive. If so, consider purchasing an encrypted flash drive. You may also encrypt or require a pass
- Keep your flash drive or other device in a safe place - just like you do all of your other important information
- When you no longer need the information on your flash drive or CD, erase it.

Printing

- Keep paper copies in a safe and secure place like a locked desk drawer or a personal safe
- Make sure you take all printed pages from the printer. We know it is easy to get distracted and leave something behind, do not let that something be your p
- Destroy paper copies you no longer need by shredding or burning them

Sharing


- Avoid sharing your password with others. Remember, you control access to your personal health information. Protect it and keep it safe
- Do not share your VA Blue Button file by sending it to someone by email. Email is not secure and it can travel over the Internet without protection

Email


- Email is not secure and can travel over the Internet without protection. Because of this, someone other than the sender can tamper with it
- You should not send emails that contain personal information. This includes social security number, full name, street address, birth date, mother's maiden na
- If you wish to send your information by email, you need to use encryption software to protect your message and any file you attach to your email. You can le

To read more about why it is important to protect your personal health data, select the **Protecting Your Personal Health Information** link.

Please note: When you open or download a PDF file, a temporary file is created on the computer. Others may then be able to view your personal health information. There is a risk of exposing your information when you download a PDF file, especially on public or shared computers.

To leave the **Protecting Your Personal Health Information** page, select the **Close**  button at the bottom of the page. This will take you back to the page you were on when you selected **Protecting Your Personal Health Information**

Throughout the Blue Button pages, there will be the following reminders about the importance of protecting your health information:



Protect your information and your identity. Send your information to a safe site or device that you or someone you trust controls. Remember once you have downloaded your information from My HealtheVet, it is your responsibility to keep it safe and private. Learn more about [protecting your personal health information](#)

This is your personal health information. Your health care professional does not have access to this information unless you share it.

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Account Activity History

The Account Activity History lets you know who saw your account, when a change was made, and what the change was. With this feature, you can view and print up to **12 months** of your account activity. My HealtheVet guards your privacy. You can read more about this in the **Privacy & Security** link available at the bottom of each My HealtheVet page.

To View your Account Activity History

The screenshot shows the My HealtheVet account management interface. At the top, there is a navigation bar with tabs: PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. Below this, a sub-navigation bar includes: MY HEALTH INFORMATION CARD, ACCOUNT, and HEALTH INFORMATION CARD. The 'ACCOUNT' tab is selected and highlighted with a red box and a callout '3'. On the left sidebar, under the 'Account' section, there are links for 'Change Password', 'Account Activity History', and 'In Person Authentication'. The 'Account Activity History' link is highlighted with a red box and a callout '4'. The main content area is titled 'Manage your My HealtheVet Account' and contains sections for 'Change Your Password', 'Account Activity History', and 'Authentication'. The 'Account Activity History' section is highlighted with a red box and a callout '4'. It describes monitoring account activity history, including logins, password changes, and authentication.

To see your Account Activity History:

1. Login to your My HealtheVet account
2. Select the **Personal Information** Tab at the top of the page
3. Select the **Account** sub-tab
4. Select **Account Activity History**.

The screenshot shows the 'Account Activity History' page. At the top, there is a header 'Account Activity History' and a 'Printer Friendly' link. Below this, there is a section 'Account Activity Summary for' followed by a user name. A note states: 'With this feature, you can view and print up to 12 months of your account activity (such as logins and password changes).' Below this, there is a section 'View Activities within a date range:' with a date range selector. The date range is set from 'Oct 03 2011' to 'Oct 03 2012'. There is also a 'Performed By' dropdown menu set to 'Everyone'. A 'Search' button is located to the right of the date range selector. Below the search filters, it says '36 items found, displaying 1 to 10' and 'First/Prev 1, 2, 3, 4 Next/Last'. Below this, there is a table with the following columns: Date/Time, Performed By, Activity, Action, and Result. The table contains 10 rows of activity data, all performed by 'Self' and resulting in 'Successful' outcomes. The activities include 'Login/Logout', 'Download', and 'Print My Custom Data'. Below the table, it says '36 items found, displaying 1 to 10' and 'First/Prev 1, 2, 3, 4 Next/Last'. Below this, there is a note 'Number of rows to display per page: 10 25 50 100'.

Date/Time	Performed By	Activity	Action	Result
10/3/2012 1:59 PM CDT	Self	Login/Logout	Login	Successful
10/3/2012 1:59 PM CDT	Self	Login/Logout	Logout	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data bluebutton	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data	Successful
10/3/2012 1:58 PM CDT	Self	Download	Download My Custom Data pdf	Successful
10/3/2012 1:58 PM CDT	Self	Download	Print My Custom Data	Successful
10/3/2012 1:58 PM CDT	Self	Download	View My Custom Data	Successful
10/3/2012 1:57 PM CDT	Self	Download	Custom Download Requested	Successful
10/3/2012 1:54 PM CDT	Self	Login/Logout	Login	Successful
10/3/2012 1:22 PM CDT	Self	Login/Logout	Login	Successful

When you open the **Account Activity History** page, you see a table with the type of activity, who did it, the date and time it was done, action and result. If there is activity you do not understand, please contact the My HealtheVet Help Desk by selecting the **Contact MHV** tab.

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View Activities within a date range – lets you choose the dates for the activities you want to view.

The screenshot shows the 'Account Activity History' page. A red box highlights the 'View Activities within a date range:' section. Three red circles with arrows point to specific elements: circle 1 points to the 'From:' date selector, circle 2 points to the 'To:' date selector, and circle 3 points to the 'Search' button. The page displays a table of activities with columns: Date/Time, Performed By, Activity, Action, and Result. The first few rows show 'Download' and 'Login/Logout' activities performed by 'Self'.

Date/Time	Performed By	Activity	Action	Result
8/16/2010 4:39PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:33PM EDT	Self	Download	Download Completed	Successful
8/16/2010 4:26PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful

To set a date range:

1. In the **From:** section use the drop down lists to enter your start day, month, and year.
2. In the **To:** section use the drop down lists to enter your stop day, month, and year.
3. To see your activities within your chosen date range, select the **Search** button.

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View Activities Performed By – lets you sort activities based on who has accessed your account.

The screenshot shows the 'Account Activity History' page. A red box highlights the 'Performed By' dropdown menu, which is currently set to 'Everyone'. The page displays a table of activities with columns: Date/Time, Performed By, Activity, Action, and Result. The first few rows show 'Download' and 'Login/Logout' activities performed by 'Self'.

Date/Time	Performed By	Activity	Action	Result
8/16/2010 4:39PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:33PM EDT	Self	Download	Download Completed	Successful
8/16/2010 4:26PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful

To sort activities based on who has accessed your account, choose one of the options from the **Performed By** dropdown list:

- Everyone
- Everyone But Self
- Help Desk Administrator
- MHV Authenticator
- Self
- System
- Unknown

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Account Activity History – To View Details Page

To access a detailed view of your **Account Activity History**, select the link to the activity about which you want to more information about.

Account Activity History

Account Activity Summary for [redacted]

With this feature, you can view and print up to 12 months of your account activity (such as logins and password changes).

View Activities within a date range:
You can view activities dating back to Aug 16, 2009

From: Aug 16 2009 To: Aug 16 2010 Performed By: Everyone Search

687 items found, displaying 1 to 10
First/Prev 1 2 3 4 5 6 7 8 9 10 Next/Last
Number of rows to display per page: 10 25 50 100

Date/Time	Performed By	Activity	Action	Result
8/16/2010 4:39PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:35PM EDT	Self	Download	Download Completed	Successful
8/16/2010 4:26PM EDT	Self	Download	Download Requested	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful
8/16/2010 4:18PM EDT	Self	Login/Logout	Login	Successful

You can view details about an activity by selecting the link for that activity under the **Activity** column.

This will take you to the **Details Page**.

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Account Activity History – Details Page

Account Activity History

Account Activity Summary for [redacted]

Date/Time: 08/17/2010 10:57 CST
Performed By: Self
Activity: Download
Activity Details: None
Action: Download Requested
Result: Successful

[Return to Summary](#)

The **Details Page** gives you information about a selected activity and includes:

- Date/Time
- Performed by
- Activity
- Activity details
- Action
- Results

Select the **Return to Summary**

[Return to Summary](#) button to return to the **Account Activity History** table.

If you chose to customize your download, your **Account Activity History** may show the following actions:

- Custom Download Requested
- View My Custom Data
- Print My Custom Data
- Download My Custom Data
- Download My Custom Data .pdf
- Download My VA CCD
- VA CCD Download Requested

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Frequently Asked Questions, Help and Contact MHV

At the top of every page is a white bar where you can get support.

Select **FAQs** to take you to **Frequently Asked Questions** and get answers to common questions about the **VA Health Summary**.

Select **Contact MHV** to send a message to the My HealtheVet Help Desk.

The screenshot shows the My HealtheVet website interface. At the top is a dark blue header with the United States Department of Veterans Affairs logo and the 'My healthevet' logo. Below this is a navigation bar with links: HOME, PERSONAL INFORMATION, PHARMACY, RESEARCH HEALTH, GET CARE, TRACK HEALTH, and MHV COMMUNITY. A search bar is located on the right side of the navigation bar. The main content area is divided into several sections. On the left, there are two boxes: 'Service Interruptions' and 'New Registration'. In the center, there is a section titled 'In the Spotlight' with a photo of a group of people and the text 'Back to School: Transitioning from Servicemember to Student'. On the right, there are three sections: 'Upgrading to a Premium Account', 'Member Logout', and 'Quick Links'. The 'Quick Links' section includes links to 'Veterans Crisis Line', 'Authentication', 'RSS', and 'Flu Information'.

Service Interruptions: As we continue to make improvements to My HealtheVet, some Veterans may discover they are unexpectedly 'bumped off' after logging on. If this happens, please contact your local VA pharmacy to confirm the status of your refill request. You should also call ahead to confirm any upcoming appointments. For a listing of medical centers and clinics with phone number contacts, please visit the [VA Facility Locator](#) online. We apologize for the inconvenience and appreciate your patience as we improve the site.

New Registration: From 4:00 p.m. (EDT) Saturday, September 29 until 3:00 p.m. (EDT) Sunday, September 30, new VA Patient registrations are not possible while the system is undergoing maintenance. All other features of My HealtheVet will be working normally.

In the Spotlight

Back to School: Transitioning from Servicemember to Student

Upgrading to a Premium Account

Is a My HealtheVet Premium account for you? If you are a Veteran using the VA health care system, then the answer is **yes**. To upgrade to a Premium account, you need to go through **authentication**. This is a process that helps protect your information. It is used to verify your My HealtheVet user identity.

[What you need to know »](#)

Member Logout

Logged On As:

[Logout](#)

Quick Links

- [Veterans Crisis Line](#)
If you are in crisis call: 1-800-273-TALK (8255)
- [Authentication](#)
- [RSS](#) [RSS Feeds](#)
- [Flu Information](#)

[Download My Data](#)

[Prescription Refill](#)

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Definitions

Compact Disc (CD)

A Compact Disc (also known as a CD) is a round disc used to store information from your computer. A CD is portable and requires special handling to prevent damage to the recording. A CD is one of the most common ways to store information.

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Data

Data is your health information in words and numbers. Blue Button refers to health information and numbers you entered in My Health^eVet and the copies from your official VA electronic health record as your data.

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Thumb drive (USB Flash Drive)

A thumb drive is a small electronic device used to store information from your computer. It is also known as a flash drive or pen drive. A thumb drive is lightweight, portable and easy to use for moving information. It fits into the USB slot on a computer. Then the computer can read your transferred information.

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.xml file

.xml stands for **eXtensible Markup Language**. It uses computer language that defines a set of rules for encoding documents. The .xml file was designed to transport and store data, not to display data. The .xml file is the most common tool for data transmissions between all sorts of applications. The .xml file format is one that is both human-readable (naturally read by humans) and machine-readable (read by a computer).

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